

## WIA PEP TA (March 30, 2005) -- Participant Activity - Spring Blossom Toss

(Participant's exchanged information with each other on what one thing they learned at the WIA PEP TA or what one thing they plan to do different at the office)

- Be more consistent on follow-up
- Start working more on retention for performance data
- Modify our [local] follow-up policy
- Incentives will help older youth performance and help retention and follow-up
- Office post placement services and training up-grade of skills for job advancement and job retention
- To think about follow-up as a continuing issue for staff and provide a common message to customers, and have a common understanding of the importance of follow-up.
- Schedule more specific contact, schedule with follow-up clients
- Fewer customers per case manager
- Give clients crisis information hotline
- [WIA] Monitoring – last week in April
- Desk Aide – List of triggers for possible job loss
- Formal contingency planning sheet
- Run some Webi reports
- Train case managers to develop retention/follow-up procedures at the registration point
- Have clients give me a specific date [when] they will check in with me with an update
- Develop an employment packet to give to partners
- Check out the soft skills certification done by WI Department of Public Instruction (DPI)
- It's important to maintain contact and assist with helpful resources
- When client exits set up a date with them, when they would like to call me and let me know how their job is going
- Change in local policy for follow-up
- Changing local policies
- I learned about new job readiness tools and activities that foster retention and advancement
- Follow-up policy – state policy created 09/04 allowing expenditures after exit. TA person to meet with case managers, on-line assessment tools
- Employer relations needs
- Refresh our follow-up system to fit with ASSET
- How about [providing] “exercises” at the staff meeting: 1. Make checklist of prep for student meeting, and 2. Make checklist of “activities” needed for follow-up.
- People still using CARES for documentation
- Efficient follow-up process
- Plan on creating exit packets with follow-up dates
- Go to Dynamic Works Institute to become a certified case manager
- Follow-up with peers about some of the ideas presented to see how they could be applied in our area
- Case manage customers according to their needs, using the tier approach
- Set goals for our department and assign action steps and deadlines
- Learned about activities done in other areas – exit interviews
- 20/80 Rule
- Efficient follow-up process ideas
- We have to do follow-up!
- Work on setting a common application between the adult and dislocated workers programs
- Alumni club – change in local policy could allow us to provide follow-up training and intensive [services]
- Set customer meetings monthly, let [the customer] choose the date.
- Veteran's policy needed at Board. Get Board stuff up-to-date.
- Break into Unemployment Insurance (UI) System to get follow-up income [Kidding – I think!]
- Drop out!! Procrastinator
- Don't user CMDR to verify employment
- Describe willingness?